

EDW/DSS RFP Questions and Answers

Questions from Bidders' Conference and Email

1. Will written questions submitted prior to the bidder's conference be read and answered at the conference or answered after the Aug. 5 cut-off?
 - a. Written questions will be answered after the August 5th cut-off and published with the official bidder's conference Q&A on August 12th.
2. What is the deadline for written questions?
 - a. 4:00 PM (Eastern), August 5th, 2009.
3. What is the relationship of the data warehouse to MEDMS and the other projects and grants in MDOE?
 - a. MEDMS and other MDOE data systems (see Appendix A of the RFP) are operational systems that will feed the central data warehouse.
4. How often will the data warehouse receive updates from MDOE and third party source systems?
 - a. That has not been determined at this time.
5. What applications are currently migrated to the data warehouse?
 - a. There is no existing central data warehouse.
6. Is there a preference for a COTS solution?
 - a. No
7. Why was June 30, 2010 set as the delivery deadline?
 - a. The timing was set in the SLDS grant project plan. The grant period ends August 31, 2010.
8. Are you open to technologies not on the OIT list?
 - a. The RFP does not restrict other technologies from being submitted and the evaluation committee will consider business cases for alternative technologies. The OIT list is designed to leverage existing State knowledge and resources and to work towards a limited number of (standard) toolsets.
9. Are there database application preferences?
 - a. Most MDOE data systems utilize Microsoft SQL Server.
10. What is the budget for the RFP?
 - a. Approximately \$1,000,000 has been allocated in the grant budget for the EDW/DSS.
11. Will the State accept partial bids?
 - a. There is no restriction on partial bids. However all proposals will be evaluated on the bidder's response to all of the Section 2 requirements.
12. Will the State accept multiple bids from a vendor?
 - a. Yes.
13. What will be the level of involvement of State resources in the project?
 - a. MDOE and OIT resources will be involved in all phases of the project.
14. What are the security guidelines?
 - a. Please refer to Section 2.3.
15. Can you provide a list of bidder's conference vendors?
 - a. No.

16. Can the State suggest local vendors to partner with?
 - a. Please refer to the vendors on the OIT Pre-Qualified IT Services Vendor list available at <http://www.maine.gov/oit/vendor/index.shtml>.
17. Who will be responsible for the professional development for school improvement including taking corrective action?
 - a. That is out-of-scope for this RFP.
18. Is the State Student ID assigned to private school students?
 - a. All private school students who receive public funding are assigned State Student IDs.
19. Do the students and teachers throughout the State have unique identifiers maintained?
 - a. Yes, all publically funded students have unique 9 digit identifiers and all staff employed by school units have unique 6 digit identifiers.
20. How is reporting done at present based on the data collected in various web forms, for example: On Disabilities Report 1 and 2 for special Ed students?
 - a. School units report through the MEDMS/Infinite Campus State systems.
21. Are different vendors used at different counties/ schools to record and store one area of information? If so how is the data aggregated at state level?
 - a. There are a number of student information system (SIS) vendors used by school units and individual schools. Data are uploaded, synchronized or manually entered in the MDOE data system.
22. Do these different vendors have some common rules in regards to the identifiers for data and also do they collect the same data elements?
 - a. All State Student Identifiers are assigned by the State. It is up to the local SIS vendors to crosswalk data to the State required data elements.
23. What is the granularity of the data collection timing like month, quarter or year...?
 - a. Data collection timing is based on State and federal requirements.
24. How often are the enrollment data and exit data of students integrated? How is this integrated into overall student data?
 - a. Student enrollments and exits are reported through the Infinite Campus State Edition.
25. Since the data is Longitudinal and spans over number of years, is the data in the same form over the years or are there any structural changes to the data in a specific data source, for example Enrollment data/ Exit data?
 - a. In most cases the data elements are consistent over time and are maintained in the MDOE SQL Server database. Changes are the result of new State or federal requirements.
26. Are there any existing applications for collecting data for programs or plans used for improving the student performances based on different criteria, and are these applications different for counties or schools?
 - a. There are a number of applications utilized by MDOE program areas. The Data Management Team is working to standardize criteria at the State level. School units have the option of using different local systems.
27. How are the special education plans and goals maintained different from general education plans and goals?
 - a. All State level student data is maintained by the State data system. School units may utilize different applications for locally maintained data.

28. Are there any assessments other than MEA, MHSA, PAAP, and NECAP to be incorporated into the data warehouse?
 - a. The complete list of assessments has not been determined at this time.
29. Is the MEDMS unique ID across all data sources mentioned in appendix A?
 - a. The State Student ID is utilized by the systems that collect student level data.
30. Can you provide details on the data format or data dictionaries for 1) the Access DB: Annual Yearly Performance report, and 2) Spreadsheet: Accountability Database?
 - a. The data formats are documented in the Education Data Dictionary. The selected vendor will be given access to the online tool.
31. Will data be gathered from the district level instances on Infinite Campus, i.e. Administration, Curriculum, Instruction, and School Services data?
 - a. State reporting data comes from a number of local vendor systems. The Infinite Campus District Edition is used in school units representing approximately 40% of the student population.
32. Will you release a list of all questions submitted by interested bidders and their answers.
 - a. Yes.
33. Do you have a specific training templates and delivery that bidders must follow to interface with MDOE?
 - a. No. Training will be coordinated with the MDOE SLDS trainer.
34. How frequently does each data warehouse data source get updated?
 - a. Updating of data sources depends on State and federal reporting requirements.
35. Does MDOE currently use an OCR technology or is the vendor expected to provide this functionality?
 - a. This is not a RFP requirement.
36. Is the system expected to maintain text-based data (Word Docs, memos, etc)?
 - a. Please refer to Section 2.2.1.7.
37. Does MDOE have preference/standards defined related to the following: elements, Operating System; Relational Database; Encryption; Portal Software; API such as Web Services; and Business Intelligence (BI) tools?
 - a. Please refer to <http://maine.gov/oit/architecture/index.shtml>. As noted in Questions 9, 25, 188, most MDOE data systems utilize Microsoft SQL Server. OIT and MDOE would prefer to leverage its existing IT skills and resources.
38. Project Staff - What MDOE staff will participate in the project? How available are they?
 - a. The SLDS project director will schedule business and technical staff as needed.
39. What MDOE staff will participate in the identification of requirements? Design and design review? Technical development and testing? Acceptance test planning and execution? Training?
 - a. The SLDS project director will schedule business and technical staff as needed.
40. Will the MDOE provide space and facilities (PCs, phones, work areas) for contractors to work onsite?
 - a. The Department will provide one or more work areas as needed. This will include access to a telephone. Incidental use of available office

equipment, copiers, faxes machines, etc. will be allowed. All other needs, including personal computers, are the responsibility of the vendor.

41. Will the contractors have remote access (via VPN or other means) to the MDOE systems to do development and provide support and maintenance?
 - a. Yes, subject to the terms and conditions of Rider B-IT.
42. 1.1 Data Collections and Dictionary - In paragraph 3, it states that MDOE has “completed an inventory of data collections, repositories and outputs, and developed an education data dictionary that identifies core data elements and definitions. The metadata repository is documented in an online tool maintained by MDOE.” Will the State allow vendors access to this information to ensure that a complete and accurate proposal is submitted?
 - a. No access is planned for vendors submitting proposals.
43. 1.1 Who are the planned EDW/DSS stakeholders? How many are there, by type of stakeholder? Can MDOE provide a breakdown on the number of users based on their usage profiles for the system so we can provide licensing costs? Basic Users: run prompted reports; Power Users: Run prompted reports and conduct ad hoc analysis; Advanced Developer: Users with advanced skills to develop reports and deploy them for basic and power users; and Public Uses: External users that can access authorized (a) static reports (e.g., PDF and HTML) and (b) prompted reports.
 - a. The EDW/DSS will be accessed by a wide range of public and secure users including, but not limited to: MDOE personnel, teachers, school unit administrators, researchers and other State agencies and programs. Approximately 40,000 school unit and State users may require secure access. The number of public users is unknown at this time. The number of MDOE/OIT power users is expected to be less than 10.
44. 1.1 Does MDOE have a defined research agenda? Is it available? Will the referenced research be conducted by MDOE or other Maine Departments? Will researchers from outside the State be given access to the EDW/DSS for research purposes?
 - a. There is no specific research agenda at this time. Research may be conducted by MDOE program staff as well as third party research organizations such as the Maine Education Policy Research Institute and the Regional Education Laboratory.
45. 1.1 Appendix A Repositories - Which of the data domains listed below are available from the Maine State Edition of Infinite Campus? Is the Infinite Campus data complete, i.e., available and accurate for all school units, schools, and students within the scope of the planned EDW/DSS?
 1. Student demographics
 2. School and course enrollment
 3. Course and instructor attributes
 4. Student attendance
 5. Standardized assessment results
 6. Benchmark results
 7. Assessment skill and item response detail
 8. Classroom assessments and homework grades

9. Course grades
 10. Special education status, plans, services, and events
 11. English proficiency
 12. Title 1 Programs
 13. Discipline referrals and responses
 14. Suspensions and Expulsions
 15. Extracurricular involvement
 16. Transportation, food service, and medical
 17. Facilities
 18. Staff demographics, attendance, and professional development
 19. Staff certifications
 20. Program tracking and evaluation
 21. Career and Technical Education
 22. Budgets and actual spending by account, department, and location
 23. Are there other data domains available? (please specify)
 - a. The data elements collected by the Infinite Campus State Edition are listed at <http://support.infinitecampus.com/maine/pages/csv-xml-upload-format-schemas-and-standards.php>. Please refer to the Data Dictionaries for Student Personal and Enrollment data. Additional data fields collected in State Edition include Behavior (13 and 14), Medical (16) and CTE program elements (21).
46. 1.3.1 Is an extension of the implementation timeline listed in the RFP possible? Will there be changes to the timeline subsequent to the EDW/DSS project kick-off?
- a. No change is expected at this time. The June 30, 2010 implementation date may be changed if there are delays in establishing the contract, or if it serves the best interest of the Department.
47. 1.3.3.a Item "a" is vague. Can you be more specific?
- a. Please refer to Section 2.5 of the RFP.
48. 1.3.3.a Are the metrics for creating the usage scenarios, like early identification of drop-out and at-risk students known?
- a. No metrics have been established at this time.
49. 1.3.3.b Is the referenced strategic planning process documented and available? What perspectives / dimensions / measures are used on Maine's scorecards? Are they common across all schools and school units? What are the current data sources for these measures? How frequently are updates made to these measures on the scorecard? Have Strategy Maps been developed for the scorecards? Are they available?
- a. The scorecards will be established with the vendor as part of the project.
50. 1.3.4 Does this assume authenticated users, un-authenticated, internal and external?
- a. All of the above.
51. 1.3.4 Will each stakeholder group require authorization as well as authentication?

- a. Public access stakeholders will not require authorization and authentication.
- 52. 2.2 The State says that bidders "may offer an existing COTS product". Please describe the State's preferences with regard to packaged COTS/OTS solutions, custom solutions, open source, or an integrated best-of-breed approach.
 - a. The State is looking for the best available solution that meets the RFP requirements as determined by the evaluation criteria in Section 4. There is no preference for COTS/OTS solutions.
- 53. 2.2.1.1 Technically, a web browser is client software. Does this assume that each computer already has a web browser installed?
 - a. Yes.
- 54. 2.2.1.1 End users/analysts would access the system through a web-based interface. The administration of the SAS system is done through JAVA applications installed on a client machine. Is this acceptable?
 - a. Preference will be given to solutions that meet the RFP requirements as stated.
- 55. 2.2.1.1 Do you expect, in addition to centralized enterprise database, a web application that will act as a user interface to view data, reports, queries etc. as part of this engagement?
 - a. Yes.
- 56. 2.2.1.2 Can MDOE please provide access to the State's pricing list so that vendor's can provide hardware and software costs at the lowest possible price? Since MDOE will independently price RBDMS licenses and server peripheral components, do vendors still need to include these items in their cost proposals?
 - a. All hardware and software components must be identified as required in Section 3.5 and listed on the Cost Proposal Form in Appendix B.
- 57. 2.2.1.2 Define "Integrate with the Maine Education Data Management System (MEDMS) MS SQL Server database." Does this mean standard database operations, or reside on the same hardware? Which version of SQL Server is the MDOE currently using? How much free disk space is currently available? Is the current Production Server in a Clustered and/or mirrored environment?
 - a. The EDW/DSS will reside on its own hardware.
- 58. 2.2.1.2 "Database server" the phrasing is "Integrate with the Maine...". Does this mean the solution must be a physical part of the existing system? Also, is it the expectation of the MDOE that no additional licenses be required for any stakeholder other than those available on existing State agreements?
 - a. The EDW/DSS will reside on its own hardware. Integration will be through the ETL process in Section 2.4.
- 59. 2.2.1.3 Would support of Firefox meet the expectations of the DOE for a MAC browser?
 - a. The RFP requires both Safari and Firefox.
- 60. 2.2.1.3 What specific versions of Apple Safari and Firefox are installed on the client workstations?
 - a. The MDOE does not maintain a list of all versions used by various stakeholders. All currently supported releases of these browsers must

operate correctly with the proposed EDW/DSS solution.

61. 2.2.1.3 Most "systems" have at least 2 components - a user component where the stakeholder interacts and an administrative component where the system management takes place. Is it a requirement that both environments work equally within the user environment specified in 2.2.1.3?
 - a. Section 2.2.1.3 refers to the user component.
62. 2.2.1.6 What is the scope of this requirement, i.e., which data collections or software applications will be impacted?
 - a. The Data Management Team will work with the vendor to determine the definitive source for each data element.
63. 2.2.1.7 Please clarify the types (number, kind, and size) of attachments that will be stored in the central database. Office documents? Audio files? Video files? Images? Please provide more detail on the requirement to access source system files "through the application". There is currently no requirement in Section 2.6.1 (Data Analysis and Reporting Requirements) that calls out this functionality.
 - a. The types of attachments have not been determined at this time.
64. 2.2.1.8 This section of the RFP refers to utilizing the functionality of Microsoft Office. Please clarify the specific functions of Microsoft Office desired such as opening support file formats, versioning, etc.
 - a. The specific functions have not been determined at this time.
65. 2.2.1.8 Can you elaborate on "evolutionary replacement" in Microsoft Office?
 - a. The latest version available at the time of the EDW/DSS implementation.
66. 2.2.1.9 What are the standard format(s) in which the data will be received? Are there any pre-defined and pre-used formats available from DOE? If so, could you provide the details?
 - a. The source systems are listed in Appendix A. Please refer to the ETL process in Section 2.4.
67. 2.2.1.11 Please define software assurance guarantees.
 - a. Please refer to Appendix F, Rider B-IT section 35.
68. 2.2 The RFP makes several references to data entry and editing of data by users (2.2, 2.3, 2.7.2). Is it MDOE's intent to allow users to edit data directly in the data warehouse?
 - a. Yes, , subject to appropriate authorization and authentication.
69. 2.2 Is it MDOE's intent to establish a process for data cleansing such as master data management?
 - a. The data cleansing process will be established with the selected vendor.
70. 2.3 Are the uniform roles mentioned in this section already defined? If so, what are they?
 - a. The roles have not been defined at this time.
71. 2.3.1 For the third party assessment who is expected to provide the evaluator?
 - a. The State will provide the evaluator.
72. 2.3.1 Does the MDOE already have a system for pushing updates to systems/users such as Altiris? Is that the sort of functionality being sought here?
 - a. The capability will be provided by the selected vendor.
73. 2.3.1.2 At what level are mass security updates to be provided? Does this

include client OS or Web Browser patches? i.e. Does an Internet Explorer or Safari Security Update fall under this provision?

- a. The vendor is responsible for updates to the EDW/DSS application.
- 74. 2.3.2 Are the functions identified here requirements for all stakeholder groups or just certain ones? Internal and External?
 - a. These functions are for all users who require secure access to data.
- 75. 2.3.2 Does this section indicate that there will be no anonymous access for any stakeholder group?
 - a. Public data will not require secure access.
- 76. 2.3.2.5 What standard is the password expiration duration required to meet?
 - a. Please refer to the OIT security policies;
<http://maine.gov/oit/policies/index.shtml>.
- 77. 2.3.2.10 The RFP requires LDAP integration, but also requires the system to prompt users to change their password when it is expired. Can MDOE identify the existing systems and technologies with which the SLDS will integrate for user IDs/passwords and the permissions the EDW/DSS system will have for updating passwords on those systems? Can roles be retrieved from the current LDAP?
 - a. The requirement is to allow LDAP integration for username and password administration. The level of integration will be determined during the project.
- 78. 2.3.3.3 Does MDOE consider a process solution acceptable for this requirement?
 - a. The State will evaluate all proposed solutions.
- 79. 2.3.3.5 Does "pages" mean Web Pages?
 - a. Yes.
- 80. 2.3.3.7 Does this refer to every control on every web page? Does MDOE consider a security solution which restricts access to rows and cells of data on a page rather than enforcing security at the page level?
 - a. MDOE will work with the selected vendor to determine the level of control.
- 81. 2.3.3.11 Define/provide example if possible of a hierarchical organization. If the organization is not hierarchical, is it necessarily flat?
 - a. An example is School Units/Schools/Classes.
- 82. 2.3.3.17 What types of email notifications do you want to support?
 - a. The types have not been determined at this time but may include notifications of ETL completions and errors.
- 83. 2.3.3.18 Is MDOE's intent with this item to ensure that users are only able to retrieve data to which they have authority to access or is it related to the distribution of results to other users?
 - a. Access of query results for other users.
- 84. 2.3.3.20 Is MDOE's intent with this requirement to allow delegation of responsibilities for data entry/cleansing or for viewing of report/query results?
 - a. Viewing and/or editing of report/query results.
- 85. 2.4 Is the vendor expected to include a general ETL tool in the response to the RFP? Would a custom ETL strategy work?

- a. Vendors are expected to provide the functionality in Section 2.4 of the RFP.
- 86. 2.4.2 Is there a specific and desired format or "way" data from disparate systems must be able to be accepted? I.e. flat files, user-input, automatic ETL, etc.
 - a. No specific formats have been defined at this time.
- 87. 2.4.2.1 Could you provide any details about data formats? How many such external data sources (present and future) to be expected?
 - a. No details are available at this time.
- 88. 2.4.2.2 Will this be a one-time task of migrating the data or recurring one at certain interval?
 - a. In most cases there will be recurring updates from data sources.
- 89. 2.4.2.3 Does MDOE also plan to cleanse the data at the source?
 - a. That is out of scope for this RFP.
- 90. 2.4.2.3 Are the validation rules defined and how many such rules are existing?
 - a. Some validation rules have been defined. The total number is not available.
- 91. 2.4.2.4 Are there any pre-defined rules for data cleansing? What is the expected SLA for this? Do you expect an application that will allow manual cleansing option or is it going to be an ad hoc operation?
 - a. The proposed solution should include a description of the bidder's data cleansing process.
- 92. 2.4.2.5 Please elaborate on your requirements for error checking and validation routines.
 - a. The proposed solution should include a description of the bidder's error checking and validation processes. Data are to be validated prior to being entered into the EDW.
- 93. 2.5 Can MDOE please provide the vendor and product name of the Student Id tool?
 - a. State Student IDs are assigned by the Infinite Campus State Edition.
- 94. 2.5 Does MDOE have a desire to use data marts over other technical solutions such as cubes, views or frameworks based upon the data warehouse?
 - a. MDOE will evaluate all proposed solutions for data analysis and reporting. The data marts are designed to support the specific requirements of program areas.
- 95. 2.5 How many subject areas will need to be created in the warehouse –are these the only ones? -EDFACTS, EPS, At-Risk Students, School & Unit Improvement?
 - a. All of the required areas are listed in Section 2.5.
- 96. 2.5 Would you consider a single data warehouse versus multiple data marts?
 - a. MDOE will evaluate all proposed solutions.
- 97. 2.5.1 What type of software is the MDOE currently using for their Metadata Repository? Please provide example of metadata structure, etc to understand what Appendix A data dictionary needs to map.
 - a. The metadata repository utilizes the ESP Solutions Group DataSpecs tool.

98. 2.5.4 Can you provide specific information on the EPS data mart?
- a. Information about Essential Programs and Services data is posted at <http://www.maine.gov/education/data/eps/epsmenu.htm>.
99. 2.5.5 What are the specifics of the design and intent of Maine's growth model? Is a functioning growth model an expected deliverable for this project? What assessments and what grades are included in the growth model?
- a. The growth model requirements have not been developed at this time. The Colorado Growth Model is a good example of a potential design for Maine.
100. 2.5.5 Who is the audience for the growth model data?
- a. The growth model will be used primarily by MDOE staff, educators and researchers.
101. 2.5.5 How will the audience use the information?
- a. That has not been determined at this time.
102. 2.5.5 Do you envision a "best method" of delivering the information to that audience?
- a. No "best method" has been determined at this time.
103. 2.5.7 Is your balance scorecard defined? What are the measures, goals, objectives (or at least, how many of each)?
- a. The balanced scorecard design has not been defined at this time.
104. 2.5.7 Will all the data for the measures for the scorecard come from the data sources stored in the warehouse?
- a. Yes.
105. 2.5.7 Please provide an example of a balanced scorecard strategic planning report. Is this viewed as a strategic performance management tool or other?
- a. The balanced scorecard strategic planning will focus on evaluating a number of expected measures such as, but not limited to: student assessment, program evaluation, financial expenditures; professional development and organizational effectiveness.
106. 2.5.7 Is the balanced scorecard data mart expected to be fully functional by the RFP implementation date?
- a. The process should be in place and ready to accept data.
107. 2.5.11 What is the expected data volume in terms of disk size to begin with and approximate growth pattern?
- a. That has not been determined at this time.
108. 2.5.11 What is your estimate for the total number of records housed in the data warehouse and/or accessed for DSS purposes over 20 years?
- a. That has not been determined at this time.
109. 2.6 Are you looking for a dashboard interface?
- a. There is no specific RFP requirement for a dashboard interface. All interfaces must be compliant with Maine Web Standards for accessibility which can be found listed in Appendix D of the RFP.
110. 2.6 How many reports will need to be created?
- a. That has not been determined at this time.
111. 2.6 How many olap cubes do you foresee being created?
- a. That has not been determined at this time. The required areas for analysis

and reporting are listed in Section 2.5 and 2.6.

112. 2.6 Is the vendor expected to include a general OLAP tool for DSS in the response to the RFP?
 - a. Vendors are expected to provide the functionality required in Section 2.6 of the RFP.
113. 2.6 What is the level of granularity for different reports? Are the staff at Maine state level interested in viewing the individual student level details? Or just the school level metrics? In other words is the security to be applied only for student level secure fields or even to the counts at school level and county level?
 - a. The level of granularity depends on the type of report. Reports may be student, school, school unit and/or State level.
114. 2.6.1 To minimize software costs, can MDOE please provide all BI software licenses that are available for use on this contract?
 - a. There are no current licenses available for this project.
115. 2.6.1 Are the data available at the State level for the functions required in this section (e.g. "funding levels at the school unit level)?
 - a. The data sources are listed in Appendix A.
116. 2.6.1 Do you have any preference for such statistical analysis tool? Should this tool be stand alone or interfaced with any other applications/systems?
 - a. There are no preferences.
117. 2.6.1 Can the State provide a list of which reports it needs to have available at the end of this project and which reports it needs the capability to create?
 - a. There is no defined list of reports at this time. The areas to be addressed are listed in Sections 2.5 and 2.6 of the RFP.
118. 2.6.1.5 What is the level of detail to be present in multi dimensional analysis? Is it the school level or is it the individual student level?
 - a. Analysis may be performed at the item, student, school, school unit and/or State level.
119. 2.6.1.10 What are you expecting for Ad Hoc analysis? Can you estimate the number of users?
 - a. Ad Hoc analysis will be initially available for secure users; approximately 40,000 with various access levels.
120. 2.6.1.11 Can you elaborate on what is expected for statistical analysis? What type of statistical analysis and at what granularity?
 - a. Statistical analysis should be available for data mining down to the item level.
121. 2.6.1.11 Is this analysis required via the desktop and/or web?
 - a. Analysis by casual users should be performed via the web. MDOE power users may utilize desktop tools.
122. 2.6.1.15 What type of "What if" analysis is Maine interested in?
 - a. That has not been determined at this time.
123. 2.6.1.18 Can MDOE please provide additional clarification about the reports it wishes from the awardee regarding the reports that need to be viewable via Mac (e.g.: static reports, drag and drop reports, etc.)?
 - a. All reports must be viewable by Mac and PC users.
124. 2.7.1.1 Please define all output formats considered "standard" by this item.

- a. Non-proprietary formats.
- 125. 2.7.1.2 Please define all output formats considered "standard" by this item.
 - a. Non-proprietary formats.
- 126. 2.7.2.1 Can you please provide a specific list of 3rd party packages to which this requirement should apply?
 - a. Current third party systems are listed in Appendix A.
- 127. 2.7.2.2 Does the phrase "provide the ability to support data integration with other computer systems" meant to indicate a capability of the proposed solution or is MDOE looking for this capability to be implemented / delivered through the EDW/DSS project? What are the "other computer systems" included in this requirement?
 - a. The proposed solution must have the capability to interface with other systems using standard protocols.
- 128. 2.7.2.2 Could you elaborate on how many such systems need to be supported? If the vendor is not SIF certified, does that mean the vendor can no longer bid on this RFP?
 - a. The number of systems has not been defined. SIF certification is not mandatory (see Section 2.8).
- 129. 2.7.2.3 Could you please explain if you mean any random import and export by the users? If so, it implies manual (user initiated) task of import and export - NOT an automated interface. Is this manual approach what you expect?
 - a. MDOE users must have the ability to import and export files on an as needed basis.
- 130. 2.7.2.4 What types and what amount of data is received by scanning? Does MDOE currently use an OCR technology or is the vendor expect to provide this functionality? Is the system expected to maintain text-based data (Word Docs, memos, etc)?
 - a. The types and amount of files have not been determined at this time. The RFP does not require the vendor to provide scanning or OCR technology. The EDW must have the ability to store documents on multiple formats.
- 131. 2.7.2.4 The requirement of supporting the scanning and archived records (assumed to be paper format) can be achieved through OCR, however the quality of the OCR is very subjective and might need for manual correction of the data obtained. Is this the expectation?
 - a. OCR correction is not a RFP requirement.
- 132. 2.7.2.4 For web data support (feeds), this will probably need to be reviewed manually and then imported into the system. Is this the expectation?
 - a. Yes.
- 133. 2.8 What are the expectations for SIF?
 - a. SIF is preferred but it is optional.
- 134. 2.8 What are the existing SIF applications in MDOE?
 - a. Infinite Campus and the MEDMS Financial System.
- 135. 2.8 Will LEA SIS data be uploaded to the data warehouse using SIF?
 - a. LEA SIS data is uploaded to the Infinite Campus State Edition, and not directly to the EDW.
- 136. 2.8 Is the Infinite Campus State Edition SIF certified?

- a. Yes.
- 137. 2.8 Is the Infinite Campus District Edition SIF certified?
 - a. Yes.
- 138. 2.8 Are non-District Edition SIS systems SIF certified?
 - a. Some are, but not all non-District Edition sites are SIF certified.
- 139. 2.8 Does the State have an existing ZIS infrastructure?
 - a. Yes, for the MEDMS Financial System.
- 140. 2.8 What applications does MDOE wish to integrate with its EDW/DSS? What data is required by Maine's planned EDW/DSS on a real-time basis? Is there a requirement for the planned EDW/DSS to provide data to other application on a real-time basis?
 - a. The current applications are listed in Appendix A. EDW data in most cases will be based on specific reporting dates and not real-time.
- 141. 2.8 My company is not currently SIF certified. Are we ineligible to obtain the contract as a result? Would we be better served to target a sub contract via another interested bidder?
 - a. SIF is optional.
- 142. 2.8 How does SIF-compliance, validation, certification, or the lack thereof, play into the evaluation? It appears that packaged COTS is preferred given this requirement. Please explain.
 - a. SIF is preferred but not required. The evaluation criteria are in Section 4.2.
- 143. 2.8.4 How does the offering of a zone integration server (RFP Section 2.8.4) or the lack thereof play into the evaluation? If so, it appears that COTS is preferred. Please explain.
 - a. SIF is preferred but not required. The evaluation criteria are in Section 4.2.
- 144. 2.9.1 Please identify any training facilities, technology or other resources that the vendor/contractor may use in providing the training described in Section 2.9.2.
 - a. Training facilities are located throughout the State. The SLDS trainer will work with the selected vendor to schedule facilities.
- 145. 2.9.2 How many students there will be for each of the following categories:
 - a. Platform Administrators – up to 10
 - b. Programmer/Analysts – up to 10
 - c. Business Analysts – up to 10
 - d. Business Users – not determined at this time
 - e. Data Integration Developers – up to 10
 - f. End-users (scorecards) – not determined at this time
 - g. Data Administrators for Loading Scorecard data – up to 10
- 146. 2.9.2.1 Please clarify the scope of training to be provided under Section 2.9.2 Item #1. Specifically, what numbers of users are to receive system administration training?
 - a. Up to 10 system administrators
- 147. 2.9.2.1 What are the users' roles?

- a. MDOE/IOI technical and program users.
- 148. 2.9.2.1 Does the time reference of 'up to two weeks' refer to calendar days (10 days) or work hours (80 hours)?
 - a. 10 calendar days.
- 149. 2.9.2.2 Please clarify the scope of training to be provided under Section 2.9.2 Item #2. Specifically, what numbers of users are to receive end-user/stakeholder training?
 - a. The number of users has not been determined at this time.
- 150. 2.9.2.2 What are the users' roles?
 - a. The roles have not been defined at this time.
- 151. 2.9.2.2 Does the time reference of 'up to four weeks' refer to calendar days (20 days) or work hours (160 hours), or just the period of time which the training would be made available?
 - a. 20 calendar days.
- 152. 2.9.2.18 Where can we access the State of Maine standards for technical and program documentation?
 - a. There are no published standards for technical and program documentation. Online documentation must meet the web accessibility standards in Appendix D.
- 153. 3.1.2 Could you elaborate on the guarantee statement and its content as far as your expectation from the vendor is concerned?
 - a. Please refer to Appendix F, Rider B-IT section 35.
- 154. Also what will be likely penalties should the vendor fail to deliver by 06/30/2010?
 - a. Penalties have not been determined at this time.
- 155. 3.4.1.4 Is MDOE requesting a list of all of our customers or just those that are with other education agencies?
 - a. The make-up of the list is up to the bidder. It should be sufficient to assist the evaluation team with determining bidder qualifications.
- 156. 3.4.1.4 We typically provide contact information for three customer references. We can include a list of customers for whom we have provided similar services. Will that be sufficient for 3.4.1.4?
 - a. The number of references is up to the bidder. It should be sufficient to assist the evaluation team with determining bidder qualifications.
- 157. 3.4.2 Is there a minimum reserve amount that the bidder needs to carry in order to meet the Financial Responsibility provision?
 - a. The RFP does not specify a minimum amount.
- 158. 3.4.2.1 As an entity that is not publicly held, we keep our financial information confidential. Would the State be willing to execute a financial NDA and allow us to submit our financial summary information in this section separately to allow for the State's review but to prevent its release to the public?
 - a. Please refer to Section 1.13 of the RFP.
- 159. 3.5 Has the State anticipated and budgeted for travel costs associated with this procurement?
 - a. This will be a firm, fixed price quotation for the work to be done to complete this RFP. All costs must be included.

160. 4.2.1 Can the State share which qualifications it deems most important in determining the highest potential points awarded to a bidder for that category of evaluation?
- a. The evaluation team will determine the weighting of the requirements in each category.
161. Appendix A - What type of access will be granted to the current Student Management System? Will the data be pushed or pulled from the current vendor?
- a. MDOE will provide access on an as needed basis to the selected vendor.
162. Appendix A – What are the data volumes of each source in gbyte's?
- a. The sizes of each data source are not available at this time.
163. Appendix A - Please describe the "M-Drive" repositories.
- a. The M drive is an internal network drive.
164. Appendix A - Do all schools have the same repository structures (AYP.mdb, Accountability Database yy-yy.xls, etc)?
- a. The Appendix A repositories are State systems. School structures may be different.
165. Appendix A - For each data source how many are simple vs. complex?
- a. That has not been determined at this time.
166. Appendix A - Please describe the "H:\\" drive source. Do all schools have this repository? The information for this entry appears incomplete. The last line reads "online; Electronic submission and." What should follow the "and"?
- a. The H drive is an internal network drive. The repository is State only. The "and" is extraneous and can be ignored.
167. Appendix A - How many data sources are going into the warehouse (for instance you list the P drive as a source)? We need to know what data is on P. What data store is it in (sql, oracle, flat file, excel, etc) and how much data is there)?
- a. The P drive is an internal network drive where the listed files are stored in various standard formats. The amount of data is not available at this time.
168. Appendix A - There are 7 rows in the data scope where the description column entry is 'blank'. Would the State provide the descriptions for these items?
- a. The accountability repositories contain AYP data; the CSPR repository contains federal consolidated state performance report data; the MEDMS Reporting repository provides student data for the assessment vendors; the GEM repository includes data on the Child Development Centers and other special education programs; and the School Approval repository contains data from the annual survey.
169. Appendix A - Does MDOE want to store an electronic image of the paper ESL Survey in the SLDS?
- a. The EDW must be capable of storing both data and images (see Section 2.7.2).
170. Appendix A - What format is the YRBS delivered in? Will the State provide a sample survey result set?
- a. The EDW must be capable of storing both data and images (see Section

2.7.2).

171. Appendix A - Has the State identified which of the source systems "wins" in cases where conflicting data exists for a specific student record? Can that mapping and business rules set be shared? If it has not been created, what resources will the State make available to develop those business rules?
 - a. The Data Management Team determines the repository of record and will work with the selected vendor.
172. Appendix A - Will the State provide a size/volume estimate and update frequency for each source system to assist in developing overall system sizing estimates?
 - a. Sizing and volume estimates are not available at this time.
173. Appendix A - Can you provide more information on various data sources listed in Appendix A: Like database type, is some level of uniformity maintained at present between these disperse systems for common data elements?
 - a. The Education Data Dictionary maintained in the DataSpecs tool maintains the data element standards. The selected vendor will be given access to the tool.
174. Rider B-IT - If MDOE selects a bidder and proposal for award, please confirm a bidder's ability to negotiate aspects of certain conditions (Rider B) set forth in the RFP, i.e., Indemnification.
 - a. Please refer to Section 1.17 of the RFP.
175. Rider B-IT - Does MDOE have a standard Master Services Agreement (sometimes called a Professional Services Agreement)? If not, will the winning contractor be able to supply theirs for execution?
 - a. The Standard Agreement for Services is in Appendix F.
176. Rider B-IT 2 - For smaller firms, the State withholding 10% of all payments until the end of the warranty period can be an issue. Is the State willing to negotiate this withholding?
 - a. Please refer to Section 1.17 of the RFP.
177. Rider B-IT 13 - Will the State consider alternate language to this Section to read "Provider shall be paid by Department all actual and properly documented fees and expenses that have accrued and which are due and owing to Provider up to the effective date of the termination including, but not limited to, payment for any applicable milestones met and Products provided/performed?"
 - a. Please refer to Section 1.17 of the RFP.
178. Rider B-IT 17 - Will the State clarify item #2 "Damages for bodily injury (including death) to persons, and damages for physical injury to tangible personal property or real property;" Based on our experience with other States and the Federal Government, it is customary that physical damage to tangible real or personal property is capped at \$1M per occurrence.
 - a. Please refer to Section 1.17 of the RFP.
179. Rider B-IT 17 - Will the State consider alternate language to Item 3 of this Section (Damages for bodily injury (including death) to persons, and damages for physical injury to tangible personal property or real property;) to read: "Neither party will be cumulatively liable to the other for any amount greater than the purchase price, fees and charges set forth in the product order at issue."?

- a. Please refer to Section 1.17 of the RFP.
- 180. Rider B-IT 20 - Will the State accept the fact that vendor can be self insured for professional liability?
 - a. Please refer to Section 1.17 of the RFP.
- 181. Rider B-IT 35 - Will the State accept a vendor's standard warranty of 30 days after delivery with a sole and exclusive repair/replace/refund policy as well as set forth exclusions?
 - a. Please refer to Section 1.17 of the RFP.
- 182. Rider B-IT 36 - Will the State consider alternate language that expands the timeframe to 10 business days vs. 5 days as the current timeframe seems limiting for vendors to take corrective action?
 - a. Please refer to Section 1.17 of the RFP.
- 183. Rider B-IT 42 - Will the State consider alternate language to this Section to read "Department understands that Provider may use certain software, information, and documentation either owned by or licensed to Provider in performing the Services, and Provider retains all right, title and interest therein. Department will not license, reverse engineer, decompile or disassemble any Provider software, or use or copy any Provider software or documentation except as provided in a separate software license agreement between the parties. All of the rights and licenses Provider grants to Department hereunder, including copyright ownership, are subject to Department's payment in full of the charges for the related Deliverables and Services."?
 - a. Please refer to Section 1.17 of the RFP.
- 184. Rider B-IT 43 - Will the State consider alternate language to this Section to read "License terms shall be set forth in the Order"?
 - a. Please refer to Section 1.17 of the RFP.
- 185. Rider B-IT 43 - Will the State consider alternate language to effect that any licenses are non transferable?
 - a. Please refer to Section 1.17 of the RFP.
- 186. How do you envision the development, deployment and other necessary functions be carried out by vendor team? On-site/Off-site? If Off-site, how will the access be granted? What will be participation from DOE personnel?
- 187. How many sites will be accessing the EDW/DSS?
 - a. This has not been determined at this time.
- 188. In the State's DBMS Brick document, it identifies Oracle, MS SQL Server, and MySQL as baseline and target databases. During the vendor conference, there was a statement about primarily being a "Microsoft shop". Can the State please describe any relative preferences for DBMS?
 - a. Most MDOE data systems utilize Microsoft SQL Server. OIT and MDOE would prefer to leverage its existing IT skills and resources.
- 189. Similarly, in terms of application languages, platforms, and technologies used, it appears the State is open to non-Microsoft technologies. Can the State please describe any relative preferences for Microsoft and non-Microsoft technologies?
 - a. Most MDOE systems utilize Microsoft technologies. OIT and MDOE would prefer to leverage its existing IT skills and resources.

190. The State's Reporting Tools Brick document identifies a variety of reporting tools the State is using or will use. Does the State have any relative preferences among these tools (e.g., Cognos vs. Business Objects etc.)?
- a. Those in the Reporting Tools Brick, Baseline Technologies will be given preference
(http://maine.gov/oit/architecture/DomainsAndBricks/Data/Reporting_Tools_Brick.doc).
191. Will there be equal weight (or points) applied to all of the requirement in RFP Section 2.2 - 2.9? If not, can the State provide any detail on the relative weight for these requirements?
- a. The relative weights may be different for each evaluator. Not all requirements will be weighted equally.
192. Can the State disclose the name of any vendors who worked on preparing the RFP or provided consulting related to this procurement?
- a. Public Consulting Group assisted in gathering the RFP requirements.
193. Please confirm that all objectives listed in RFP section 1.3 must be completed and implemented by 6/30/2010.
- a. All Section 2 requirements must be met by June 30, 2010.
194. Can you describe the organization's hierarchy and the relationships between members of organizations (i.e., does an individual always belong to only 1 organization or can he belong to multiple organizations at once)?
- a. Members may belong to multiple organizations both vertically and horizontally.
195. Do you currently have a vertical data movement process for all state data submissions from school districts?
- a. School unit data is primarily submitted to the State by synchronization or uploading of XML or CSV files.
196. Please comment on the use of "ability" versus "capability" in your RFP.
- a. Ability refers to the solution being physically able to perform the required functionality. Capability refers to the potential to develop or utilize the required functionality.